

## BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

FILED 11/02/22 04:59 PM **C2211004** 

Case

E-mail: ECSCompliance@sce.com

First Baptist Church of El Monte,

Complainant,

VS.

Southern California Edison Company (U338E) and Southern California Edison d/b/a Edison Carrier Solutions (U6096E),

Defendants.

Complaint (Rule 4.2)

#### **COMPLAINANT DEFENDANTS** First Baptist Church of El Monte Southern California Edison Company (U338E) Attn: Jay Gauthier, Pastor Attn: Anna Valdberg, Director & Managing Attorney 3523 Meeker 2244 Walnut Grove Avenue El Monte CA 91731 Rosemead, CA 91770 T: 626-374-7721 T-626-302-6008 E-mail: jaugauthiersr@gmail.com E-mail 1: <u>Anna.Valdberg@sce.com</u> E-mail 2: case.admin@sce.com **AND** Southern California Edison d/b/a Edison Carrier Solutions (U6096E) **Attn:** Marvene Raz, Advisor Contract Administrator 2 Innovation Way, 1st floor Pomona CA 91768 T: 909-274-3974

BEFORE THE PUB	LIC UTILITIES COMN	MISSION OF THE STATE OF	F CALIFORNIA
(A) First Baption 3523 Meeker EI Monte (COMPLAINA vs.	17-4 Ca 91731 NT(S)		
(B) Southern (	~111111014		
Edison			
DEFENDAN (Include Utility "U-Nun	( )	(for Co	ommission use only)
Has staff responded to your co	Affairs staff? NO	Did you appeal to the Cons  YES  Do you have money on dep Commission?  YES  NO Amount \$	NO
		Is your service now discon	nected?
(D) The complaint of (Provide Name of Complainant(s) Tay Gauthier For Figs Biglist	Address		Daytime Phone
respectfully shows that:			
(E)	ne, address and phone n	number for each defendant)	
Name of Defendant(s)	Address	Rosement, La 91771	Daytime Phone Number 1-800 - 940-7788
	1		

**(F)** Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

We had solar professionally installed at our church facility in mid 2019. From the very beginning, telson deleged and has now overcharged us for the entire time. Despite numerous communication attempts which are documented in attached files in this pelf, we could never get strought answers until recently. Now they want \$18,000 by early November after charging us fites based on a large commercial beines, after giving us the OVD-around for 21/2 years, we are unable to pay this, and should have to

- (G) Scoping Memo Information (Rule 4.2(a))

  (1) The proposed category for the Complaint is (check one):

  adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

  ratesetting (check this box if your complaint challenges the reasonableness of a rates)

  (2) Are hearings needed, (are there facts in dispute)? YES NO

  (3) Regular Complaint Expedited Complaint
- (4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

  SCE from the beginning until Now by their Own
  Investigators admission has overcharged us at
  least \$500 per month. Based on 31 moths of
  time they should have credited us at least \$15,500
  but instal only credited about \$6,000 and uniting to
  united to the wrong late, are as hinh
  as they were without sular.

(5) The <u>proposed</u> schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint. Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference	
(Example: 6/1/09):	
Hearing (Example: 7/1/09)	

Explain here if you propose a schedule different from the above guidelines.

our electricity turned off.

**(H)** Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

we wan't profer crediting for the overcharges, and for the current rates going forward to be correct. Also a workable payment arrangement for any remaining balance that is affordable.

(I)

OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

Dated FI Monte, California, this 20 day of October (City), California, this Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

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**(K)**REPRESENTATIVE'S INFORMATION:
Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

signature of representativ	c, ii dily.
Name of	
Representative:	
Address:	
Telephone Number:	
E-mail:	
Signature	

## VERIFICATION (For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)				
Exec	euted on	, at		, California
	(date)		(City)	
			(Complainant Sig	gnature)
			RIFICATION a Corporation)	
beha	lf. The statements in the fe	oregoing document	are true of my own l	ed to make this verification on its knowledge, except as to the matters iters, I believe them to be true.
I dec	lare under penalty of perju	ry that the foregoin	g is true and correct.	
(M)				
Exec	outed on 101201	22 , at <u></u> [5]	Monte	, California
	(date)		(City)	
	ff/m/2		Pastor	
	Ignature of Officer		Title	
(N)	(1) copy for each named of must submit a total of eig	nal complaint on par defendant. For exar ht (8) copies (Rule nal complaint electr	per, then submit one mple, if your formal 4.2(b)). onically (visit http://	(1) original, six (6) copies, plus one complaint has one defendant, then you www.cpuc.ca.gov/PUC/efiling for
(O)	Mail paper copies to:	California Public Attn: Docket Off	Utilities Commissionice	on

Formal Complaint Form – Page 5 of 6

505 Van Ness Avenue, Room 2001 San Francisco, CA 94102

#### **PRIVACYNOTICE**

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

<u>Please Note</u>: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a <u>public record</u> and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.

 $\frac{10|20|22}{\text{Date}}$ 

Jay Gauthier

Formal Complaint Form – Page 6 of 6

# First Baptist Church of El Monte

August 11, 2022

Regarding: Case #564339

#### To Whom It May Concern,

The following is a summary and timeline regarding our ongoing dispute with Southern Ca. Edison dating back to 2019 to the present. Their refusal to work with us and communicate, as well as their unethical practices in this matter has led us to this point in the situation we face today. We will attempt to also include as attachments, documents to support the timeline of events included in this letter.

- 1) On 9/13/2019 we received permission to operate from Southern Ca Edison after they already dragged their feet in the previous couple of months prior to that, even though we had an over \$80,000 complete solar generating system installed on two large commercial roofs which are generating on average according to the solar metering, approximately 120kw per day on most days. This began our journey in frustration as it seemed like a deliberate delay in order to charge the maximum for summer usage.
- 2) On February 25<sup>th</sup>, 2020 after our frustration was expressed through several phone calls to SCE regarding the fact that the bills had not changed and we were still be fully charged as if we had no solar energy system, we received an email from them stating that although they had issued the PTO it was determined that the incorrect generating account was applied for. In other words, despite our numerous calls to SCE by ourselves and along with a representative from Affiliate Solar to which we could never get an answer or solution, they determined 6 months later that everything was wrong and we owed all the normal electric usage for that time period. An amount by the way that we paid them, despite the fact that they were the ones who had come out to inspect and check everything for final approval in the first place.
- 3) On 4/27/2020 permission was once again granted and then everything was finally supposed to be in place after all that time. It should be noted that despite the fact that SCE was the one inspecting these things and making sure everything was connected right before giving approval, they did not refund us a single penny and we were always liable for all the electricity used, plus we were having to pay for our solar generating system that we were getting no credit of benefit for having.
- 4) We then were getting two bills. One which read New Aggregate and was low, and then another one for the other meter, ( which they had checked and approved and verified before issuing the PTO ) and that bill showed what appeared to be the same amounts prior to having solar. Let it be noted that we are not insisting that the solar would cover the entire usage necessarily, but it was showing no significant discount at all.

## First Baptist Church of El Monte

August 11, 2022

Regarding: Case #564339

- 5) We then proceeded to have several phone calls with Edison, and nobody could ever figure out what was going on. They would just tell us it was being referred for review, but the full bills kept coming. We were paying the bill for the New Aggregate, but the other bill appeared to be a mistake. Getting no results that way, we also began an online correspondence with them through their contact page on Facebook. We were getting better responses there and they were referring it as well for review. This correspondence went back and forth for almost two years now. A few months back we were told that we were going to receive a corrected bill, but they didn't know how long that would take. Looking back at the bills online we see that in April of this year they reduced the bill with adjusted credits from over \$18k down to about \$9k. However, one week later another bill showed up and the balance was back up to the original amount.
- 6). Recently then after all this time, we got a notice saying they were going to disconnect unless the whole balance was paid or we set up a payment arrangement to pay it off over 12 months in addition to the normal bills, which just can't be right. Affiliate Solar has informed us that this problem has not existed at all with any of their other clients, so it's not like they don't know what they are doing. We have the data from the Solar Monitoring website showing an average of 120 kw per day on most days being produced.

In short, we do not see how we are possibly getting anywhere near the credit for our solar production that we should be. Something is wrong here, and we have been insisting on that back and forth with Edison from the very beginning and have received no cooperation, just bill after bill. They obviously have the attitude that if we don't like it, they will just turn off the electricity, so we need to pay or suffer the consequences. This has been bureaucracy in full display, and it has been extremely frustrating. As a church, we were doing what we thought was a good thing. We followed to urging of the State of California to become more energy efficient and installed a large solar generation system. We went through an approved company and were at the mercy of Edison and their inspection of that system, and they checked it and signed off on it. If there was an error here, it was theirs, and not ours. We have made every effort from the very beginning to get this situation taken care of and have been taken advantage of from start to finish.

Sincerely,

Pastor Jay Gauthier

#### Dear Applicant:

This e-mail confirms receipt of your Net Energy Metering Interconnection Request ("IR") for: <u>3523 MEEKER AVE, EL MONTE CA 91731</u>. Should corrections to a submitted application be required, SCE will notify both Customer and Contractor/Installer with specifics.

Interconnection Agreement*:	
Final Inspection*:	
Single-Line Diagram/Plot Plan*:	First Baptist Church of El Monte Engineering 4-29-19.pdf 5/3/2019 1:22:15 PM
Other Attachment(s)**:	NEM-ST:

#### NOTE TO CUSTOMER:

If you hired a contractor/installer to assist you with your application, then NO additional action is required by you at this time.

If you are self-installing your own system, please follow the instructions shown below for the Contractor/Installer.

If your generating system is installed at this time, please do not turn it on until Permission-To-Operate (PTO) has been granted as stated in the NEM Interconnection Agreement. Once you receive PTO, NEM bill credits will begin showing on your statement.

#### NOTE TO CONTRACTOR/INSTALLER REGARDING COMPLETING THE APPLICATION PROCESS:

Preparer Contact: Nick Graham, GRAHAM SOLAR SYSTEMS INC, (916) 296-9884, grahamsolarsystems@yahoo.com, 961 WASHINGTON BLVD STE. 601, ROSEVILLE CA 95678



<sup>\*</sup> Blank row(s) indicates no attachment received.

<sup>\*\*</sup> Other Attachments are conditionally required, depending on the program type selected as part of this IR.









#### PERMISSION TO OPERATE

Self-Generation Facility Interconnected to SCE's Electric Grid



## FIRST BAPTIST CHURCH OF EL MONTE, A CALIFORNIA CORPORATION 3523 MEEKER AVE EL MONTE, CA 91731

Dear Customer:

your sen generation racility, roun

Project Generating Facility Address Energy Storage Capacity (kW - if applicable) CEC-AC Nameplate Rating (kW)

NST- 3523 MEEKER AVE, EL MONTE 0 21.194

104905 CA 91731

Service under the NEM Rate Schedule will become effective on your next regularly scheduled meter read date, if proper metering is in place, or the next regularly scheduled meter read date following installation of the required bi-directional or interval data meter. Additionally, NEM 2.0 customers are required to be on a Time-of-Use (TOU) Rate Schedule. Residential customers will be defaulted to Schedule TOU-D-4-9PM if they are not already on a TOU rate. Customers may contact SCE to select another TOU rate for which they are eligible or view additional information <a href="here">here</a>. Customers shall not be allowed to make an additional change in rate until 12 months of service has been provided under the elected rate, unless otherwise specified in that rate schedule.

If you've elected to participate in Net Surplus Compensation (NSC) when you applied for interconnection using Form 14-957, any Net Surplus Generation will be paid as an on-bill credit. NSC is equal to the Net Surplus Compensation Rate (NSCR), which is the market-base rate, multiplied by your net surplus energy. Any credit can be applied to energy or non-energy charges. Alternatively, you may elect to receive a check through the mail for the value (dollar amount) of the net surplus energy, excluding any amount owed to us for other charges on your electric bill, by calling us at the number listed below.

Your "Relevant Period" begins on the date that you receive your Permission to Operate (PTO) and remains your anniversary date for subsequent years. Your first Relevant Period must be a minimum of 365 days in length. When the first NEM statement is shorter than the typical billing range of 27 to 33 days, the Relevant Period will reconcile on a 13th month (to complete the minimum number of days). You may elect to change the start date of your Relevant Period one time only by completing and returning an <a href="NEM One-Time">NEM One-Time</a> Relevant Period Change Request Form (14-936).

If your generating facility is a NEM Aggregation (NEM-A) project, please review the <u>Welcome Guide</u> which will provide you with details on how the billing allocation method works for all accounts. We now offer a convenient way to access your NEM-A monthly bill online. Please send an email to <u>ElectronicBilling@sce.com</u> for further details.







Date: Tu

1:15 PM

Subject: Fwa. FTO Rescinded - NST-104905

To: Jay Gauthier Sr < jaygauthiersr@gmail.com >, Kim Eaves < kim@affiliatesolar.com >

Hello Jay and Kim

I just received this email from Edison. Perhaps you will need it in reference to your call tomorrow.

Thank you,

**Debbie Torres** 

----- Forwarded message -----

From: SCE Notifications < DoNotReply@powerclerk.com>

Date: Tue, Feb 25, 2020 at 9:43 AM Subject: PTO Rescinded - NST-104905

To: <ops@affiliatesolar.com>, <dmiranda723@gmail.com>



To whom it may concern:

otification of Permission to Operate for the above-referenced Generating Facility for service account #3001473043 was sent. During the billing setup for aggregation it was determined the incorrect generating account was applied for.

There is additional documentation that we require to proceed with PTO. An email with this information will follow shortly.

This is a system generated email. Please check project status via the SCE's Online Interconnection Application website at https://scenemsuccessortariff.powerclerk.com/MvcProjects/LandingPage?ProgramId=YPK4BQYH3PGR&ProjectId= MS599AKTNFCF.

For questions regarding this email (or project), please send an email to nem@sce.com.

Sincerely,

Eduyng Castano

Senior Manager of Customer Generation Programs

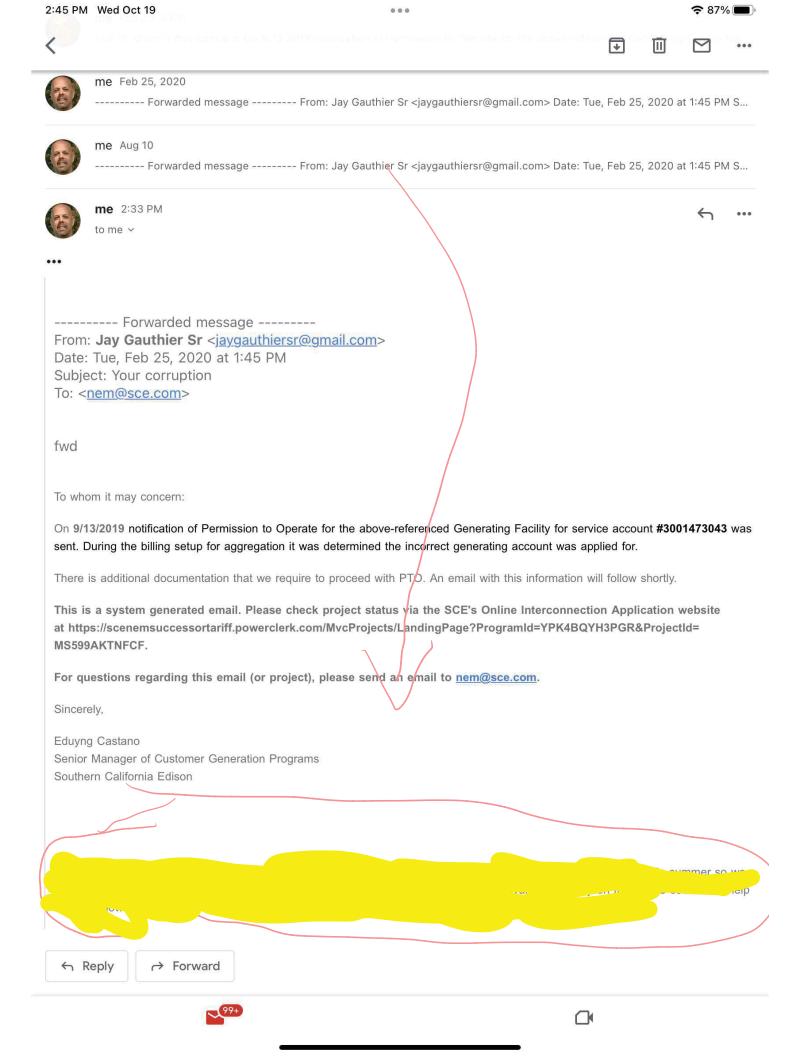
Southern California Edison

← Reply

→ Forward











FEB 20, 2020, 12:40 PM

## Get Started



đ

Hey there! Thanks for coming to us for help. Please choose one of the following options so we can point you in the right direction.

If you want to start over at any point, just type Restart.



## Billing Questions

Please chor from one of the following billing

















Other

If you have an additional bill-related question, please send us the following information so we can help look into it:

- 1) Your account number
- 2) Your service address
- 3) Your email address
- 4) Details of the issue



We have a problem now that has gone several months and despite repeated calls to you, it has not been resolved.

Service address 3523 meeker ave el monte, ca 91731 Account numb 3-001-4730-43 and

















3-0014730-43 should have been closed out in September of 2019 actually the account number is 2-03-857-7086 We went completely solar and the account number for that is 2-42-217-2189 under the title New Aggragation. However, not only do we get the small charges on the solar which we should get, but continue to be charged normal on the other accounts like we don't have solar at all. At this point you owe us thousands of dollars and yet we have bills hanging over conheads like blackman, because if we







Aa









DIACKITIAII, DECAUSE II WE don't pay you, we get our electricity shut off. When we call, we get the runaround. Then last month or actually about 45 days ago we were told a case would be opened to investigate, but we have heard nothing and continue to be charged. This is totally ridiculous, unprofessional, unacceptable and we are about to go to the press and get a public investigation or legal assistance. This needs to be taken care of. I am the Pastor of the church and can be reached either here or at jayga 🕠 ersr@gmail.co m. On our account is our

















the Pastor of the church and can be reached either here or at jaygauthiersr@gmail.co m. On our account is our treasurer Debbie Torroes who can be reached at dmiranda723@gmail.co m

FEB 20, 2020, 6:51 PM

Hi Jay, we're sorry to hear about that. We appreciate your bringing this to our attention. We have escalated this to our billing specialists to review and resolve. We will let you know what we find out. Thank you.



FEB 22, 2020, 12:18 PM



Any progress?

















FEB 22, 2020, 12:18 PM

Any progress?

FEB 22, 2020, 2:39 PM

Hi Jay, please allow up to 30 business days for completion. We appreciate your patience.



Ok the only problem with that is we have a bill due with you once again that we should not owe and if we don't pay it we get our electricity turned off. The time for patience ended months ago

FEB 22, 2020, 4:51 PM

We've place 30 day extension of our

















Ok the only problem with that is we have a bill due with you once again that we should not owe and if we don't pay it we get our electricity turned off. The time for patience ended months ago

FEB 22, 2020, 4:51 PM

We've placed a 30 day extension on your balance. Thank you.



FEB 25, 2020, 1:36 PM

Ok...this was still messed up again!! This is really unbelievable. The extension was placed on account 2-42217-2189....which is the sequence out. The only account we should

















actually have. Which by the way, even though this was approved and set up in September...I got an email this morning like we just applied and saying it's rejected. Meanwhile the account # 2-03857-7086 which shouldnt even exist says the balance is due on the 27th of this month when looking online. How do we finally get this stuff fixed. This is literally insane.

FEB 25, 2020, 2:21 PM

Now we received an email saying that account was rescinded due to a wrong form.
You'v ten getting

















Now we received an email saying that account was rescinded due to a wrong form. You've been getting power from us generated for 8 months. You guys are a bunch of corrupt and crooked thieves!

FEB 25, 2020, 2:39 PM

I just referred the details of this case to an investigative reporter from CBS news. Enough is enough.

FEB 25, 2020, 3:22 PM

Hi Jay, we're sorry to hear about that. Please provide a screen shot of the email yr peceived that included the email











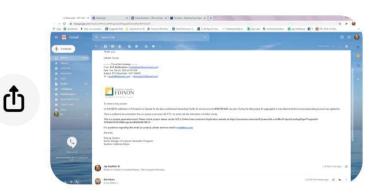






Hi Jay, we're sorry to hear about that. Please provide a screen shot of the email you received that includes the email address it originated from so we can further assist with this matter. Thank you.





FEB 25, 2020, 4:57 PM

Hi Jay, we have escalated this matter to our Net Energy Metering (NEM) manager to review. We will let you know what find out. Thank you.



















our Net Energy Metering (NEM) manager to review. We will let you know what we find out. Thank you.



FEB 26, 2020, 3:54 PM

Hi Jay, our records show that your solar contractor unfortunately entered the wrong meter number on your application. It can be fixed; and a whole new application does not need to be submitted, just documentation with the corrected meter number. Once the corrected documentation is submitted, +' application Locess can

















documentation is submitted, the application process can be expedited. Please contact our Net Energy Metering Program Manager, Rene Valencia, for further assistance with what needs to be done next. His number is 626-302-0614. Thank you.



That's crazy though that we have still got bills on that new number all these months and just now this is being discovered. Can we please get a delay on the big balance owed and due on the 28th while this gets worked out?

FFR 26 2020 4:22 PM

















Hi Jay, we can update your payment arrangement for Customer Account #2-03-857-7086 as follows:

\$480.00 due 3/4/2020 \$480.00 due 4/4/2020 \$480.67 due 5/4/2020

These payments, along with your upcoming new bills, would need to be paid on time to avoid default. Please let us know if you agree to these terms.



Thank you.

Yes please. That will help



FEB 26, 20z0, 6:15 PM







Aa









FEB 26, 2020, 6:15 PM

Hi Jay, we set up your payment arrangement as agreed upon. Thank you.



MAR 27, 2020, 12:05 AM

Really confused on the bill. Not sure what happened here with this. It shows 1900 which is awfully high especially for this time of year? With all that is going on with these shut downs we are really going to have a hard time trying to pay all of that. Can something be done?

Hi Jay, thanks for your message. We are not here right not but if you're expension an

















Hi Jay, thanks for your message. We are not here right now, but if you're experiencing an outage, please visit sce.com/outage. We'll get back to you soon!



MAR 27, 2020, 3:55 PM

Hi Jay, thanks for reaching out. To help with financial challenges due to COVID-19, we are temporarily suspending disconnections and waiving late fees, by request, for customers unable to pay their bill. If you're unable to pay your bill due to COVID-19, please call us at 800-655-4555, and our customer s → ce

















bill due to COVID-19, please call us at 800-655-4555, and our customer service representatives can help you with setting up a flexible payment plan, extend the balance 30 days, or waive your late fee charge. For more information about assistance with your bill, visit sce.com/billhelp. Thank you.



FEB 19, 2021, 3:42 PM

















We installed a full solar system and yet despite that have ben given the run around and have been unfairly charged by your company for a couple of years now. One time, your company said our permit and meter wasn't activiated after all, even after you activated it. That was the first set of times we got ripped off by you for thousands of dollars. Then everything go tsquared away and activated and yet we still get two bills...one for the solar, and then a norml bill like we don't even have it. It now shows we owe \$7752.64 which is absouty ridiculous. If







Aa











owe \$7752.64 which is absoultely ridiculous. If anything you should be refunding us for the money we paid in the past that we should not have had to pay.

Our account is 2-42-217-2189 its called NEM Aggregation Current balance is \$331.75....that we don't dispute. What we do dispute is we also receive 2-03-857-7086 now showing a balance of \$7752.64 We have solar....and yet we are being charged anyway as if we don't. We have two large roofs covered with a solar panel This is absolute systen.

















system. This is absolute garbage.

FEB 22, 2021, 10:04 AM

Hi Jay, thanks for reaching out. Please allow us a few business days to research this matter. We'll contact you with any information as soon as it becomes available. Thank you for your patience.



MAR 03, 2021, 1:24 PM

Any update on our situation?

MAR 18, 2021, 12:28 PM

Checking in on this. The bills keep coming and they ↓ Idn't be.

















MAR 18, 2021, 12:28 PM

Checking in on this. The bills keep coming and they shouldn't be.

MAR 19, 2021, 5:34 PM

We are escalating this matter to our billing department and we should have your inquiry resolved within 30 business days. You will receive a notification via email once your corrected bill is ready. We understand that you've contacted us regarding this matter in the past, however, we can assure you that this is your final stop. We appreciate Y patience.



















APR 14, 2021, 10:23 AM

Still nothing and now we are getting notices from you mentioning a utility user tax. The good news just keeps on coming and this is all your fault, not ours. If we could figure out a way to sue you we would. The fact that any repercussion on your part is very difficult to achieve is exactly why nothing gets fixed and this keeps happening.

MAY 22, 2021, 5:18 PM

???

MAY 24, 2021, 2:26 PM

We're sorry to hear that this issue h. Volve cont







Aa









MAY 24, 2021, 2:26 PM

We're sorry to hear that this issue has not been resolved. We've sent a follow-up order to our billing department and will continue to monitor your account until the corrections have been made. Thank you.



JUL 30, 2021, 1:04 PM

?? Still nothing

AUG 04, 2021, 5:51 PM

We are paying our solar bill you send but are still getting billed regular as well

MAR 08 10:37 AM

ok so an update please?

















MAR 08, 10:37 AM

ok so an update please?
We have solar and it was approved, and yet our bill still shows like we don't and a balance of 17k.
We have asked seemingly a hundred times now to have this fixed. Every time all we get is its being sent for review.

MAR 08, 6:38 PM

We are working on rebilling your account. Unfortunately, we don't have an estimated time of completion, but you'll have access to your corrected bill online once we finalize \(\psi\) bill. Thank you.



















MAR 08, 6:38 PM

We are working on rebilling your account. Unfortunately, we don't have an estimated time of completion, but you'll have access to your corrected bill online once we finalize your bill. Thank you.





JUN 28, 2:46 PM

It's now showing 20k.
Still no fixed bill. To be honest, if anything you should owe us money.
We have a full roof and a half of solar panels

JUL 29, 6:09 PM

So we t got a

















JUN 28, 2:46 PM

It's now showing 20k.
Still no fixed bill. To be honest, if anything you should owe us money.
We have a full roof and a half of solar panels

JUL 29, 6:09 PM

So we just got a disconnect notice for August 10. And when calling the offices they are saying that it shows as solar but we are still being charged over \$1000 per month. How is this possible? We have two huge roofs of solar panels which was supposed to be more than the Jugh. We do not on the bill appear to be

















JUL 29, 6:09 PM

So we just got a disconnect notice for August 10. And when calling the offices they are saying that it shows as solar but we are still being charged over \$1000 per month. How is this possible? We have two huge roofs of solar panels which was supposed to be more than enough. We do not on the bill appear to be getting hardly any credit if any at all for generating electricity. We have been in communication with you on this for over 2 years? Why are we just getting this answer today he last

















today? The last communication we were getting in this thread was that the bill was being redone. This is absolutely ridiculous. We can't pay what you are now demanding.

6:07 PM

What can be worked out here? This is absolutely wrong!!!

7:01 PM

If this is not given a resolution in the next couple of days we will be filing a formal complaint with the California Public Utilities Commission

Sent 34m ago













## First Baptist Church of El Monte

September 12, 2022

Regarding: Case #564339

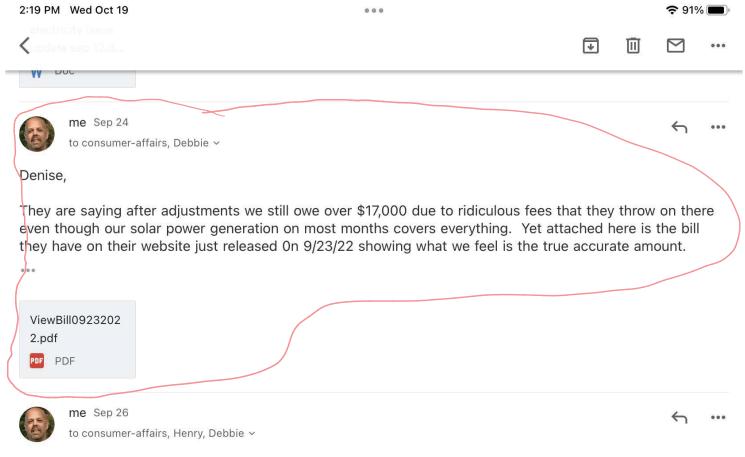
To Whom It May Concern,

The following is an update on communication in this case with Southern Ca. Edison.

- 1) We have been contacted a few times from Henry at Southern Ca Edison. 626-815-7223. He informed me that the meter in question with the large bill has been getting charged on a different rate plan than our other meter. He also informed me that our solar production for the most part was covering our electricity needs and that the majority of our bill was fees due to that rate plan. I told him that we had been trying to get this resolved since March of 2020 and nobody could ever tell us this until now, despite numerous attempts to get this resolved. He said he was going to try to get the rate plan changed which he estimated would reduce our bill approximately \$600 per month. He also said he would try to get it done retroactive to fix the bill.
- 2) Had a follow up conversation with Henry last Friday, September 9. He informed me that his supervisor was only willing to give retroactive credit from May of 2022 and that would reduce our bill a little over \$4,000. I told him that was unacceptable, because we were trying to get this resolved with them since March of 2020 and this was their fault. They are the ones who could not give us an answer, and who purposely put us on the wrong plan, because we got solar and they still wanted to charge us. I also confirmed he worked for Edison and told him that a company investigating themselves of course is always going to find in their own favor and to tell his supervisor this was unacceptable.
- 3) Using their own info provided to me by Henry, and the fact that they were willing to take off \$4000 doing the retro rate make to May of 2022, the simple math shows that's a reduction of at least \$900 per month. Based on their own calculations, if we take that back to when we started fighting with them on this is March of 2020, that would be a total of now the 30<sup>th</sup> month this is ongoing. Based on their own math, we would be owed a credit of \$27,000.
- 4) It is apparent that the offer of \$4000 off the bill was just a token to try to get us to settle this, when they are clearly at fault. We want our \$27,000 credit we are owed or at least close to it, and correct billing moving forward in the future.

Jay Gauthier

626-374-7721



Upon receiving email communication back and forth today with Henry Lam with SCE who is included in this email, it is apparent that SCE is unwilling to bear any responsibility for their purposeful refusal to communicate to us accurate information, despite our very numerous attempts since March of 2020. It was not until they were forced to after we filed this complaint, that suddenly they were able to determine the cause of what was going on with the billing, even though nobody could ever give us information prior to this.

Below is a summary of the situation now as we understand it:

- 1) There are two meters on our property which explains two separate bills. Why this is the case and there are two separate bills for the same property we have no idea. SCE came out and checked this out and had to sign off on it when the solar panel system was installed. If anyone should have known and understood all of this it would have been them, since it's their equipment. They proceeded to charge one meter at a certain rate, and the other meter at a hiked up and inflated rate even though it is all the same property being used for the same purposes. On the high majority of months, our solar generation system has produced more than enough power to cover our usage. The exception to that has been a few extreme summer months, most of which was in this recent above normal heat. Upon pointing this out today, we were actually told and warned that challenging this could result in us having the less expensive meter backdated and charged higher, rather than the more expensive one being dropped to the same rate.
- 2). We are now being told we can't get the lesser expensive rate on the meter in dispute, because on a few isolated months our usage was over a certain amount. We are wondering where is the responsibility being taken here for incompetent customer care and communication? If someone could have given us an answer on any of the numerous times we questioned this, we would have known there was a potential issue and found ways to limit the usage. However, it was our understanding that the majority if not all of the power was being sufficiently generated. We are now dealing with a huge company that has no competition in the market and feels they can do whatever they want. No compromise due to their unresponsiveness, and unwilling to drop the rate of the other meter permanently. We are now in a situation where we are not financially able to come up with what they are demanding. Even their payment arrangement offers of only 12 months does not make this possible. We are a small church which also operates a small school for kids in an economically challenged neighborhood. Yet they have classified us like a big commercial business.







For billing and service inquiries 1-866-701-7869 www.sce.com

#### Your electricity bill

1ST BAPTIST CHURCH-EL MONTE / Page 1 of 8

Customer Account 700556228861

Date bill prepared 09/23/22

**Amount due \$5,789.35** 

3523 MEEKER AVE EL MONTE, CA 91731-3213

Your	account	summary
------	---------	---------

 Previous Balance
 \$20,667.27

 Past due amount
 \$20,667.27

 Your new charges
 -\$14,877.92

 Total amount you owe
 \$5,789.35

Net energy metering monthly billing month #12.

For information concerning your net consumption and generation, please refer to the "Details of your tracked charges" section of the bill.

Summary of your billing detail

Service account	Service address	Billing period	Your rate	New charges
8002034298	3523 MEEKER AVE	04/27/20 to 03/15/21	TOU-GS-2-D	-\$2,464.30
Billing correction	EL MONTE, CA			. ,
8002034298	3523 MEEKER AVE	03/16/21 to 04/13/21	TOU-GS-2-D	-\$538.88
Billing correction	EL MONTE, CA			
8002034298	3523 MEEKER AVE	04/14/21 to 05/12/21	TOU-GS-2-D	-\$654.85
Billing correction	EL MONTE, CA			
8002034298	3523 MEEKER AVE	05/13/21 to 06/13/21	TOU-GS-2-E	-\$586.63
Billing correction	EL MONTE, CA			
8002034298	3523 MEEKER AVE	06/14/21 to 07/13/21	TOU-GS-2-E	-\$805.27
Billing correction	EL MONTE, CA			
8002034298	3523 MEEKER AVE	07/14/21 to 08/11/21	TOU-GS-2-E	-\$777.56
Billing correction	EL MONTE, CA			
8002034298	3523 MEEKER AVE	08/12/21 to 09/12/21	TOU-GS-2-E	-\$1,136.73
Billing correction	EL MONTE, CA			
8002034298	3523 MEEKER AVE	09/13/21 to 10/12/21	TOU-GS-2-E	-\$772.41
Billing correction	EL MONTE, CA			
8002034298	3523 MEEKER AVE	10/13/21 to 11/11/21	TOU-GS-2-E	-\$509.53
Billing correction	EL MONTE, CA			

(Continued on next page)

(14-574) Teal

Tear here

Please return the payment stub below with your payment and make your check payable to Southern California Edison. If you want to pay in person, call 1-800-747-8908 for locations, or you can pay online at www.sce.com.

Tear here



Customer account 700556228861 Please write this number on the memo line of your check. Make your check payable to Southern California Edison.

Amount due by 10/13/22 \$5,789.35

Amount enclosed \$

STMT 09242022 P1

1ST BAPTIST CHURCH-EL MONTE 3523 MEEKER AVE EL MONTE CA 91731-3213

P.O. BOX 300 ROSEMEAD, CA 91772-0002







Upon receiving email communication back and forth today with Henry Lam with SCE who is included in this email, it is apparent that SCE is unwilling to bear any responsibility for their purposeful refusal to communicate to us accurate information, despite our very numerous attempts since March of 2020. It was not until they were forced to after we filed this complaint, that suddenly they were able to determine the cause of what was going on with the billing, even though nobody could ever give us information prior to this.

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- 3) We cannot even adequately explain just how much time, aggravation and mental distress this has caused over the past 2 1/2 years. We tried over and over again to get answers and SCE was completely unresponsive in regards to any answers or effort to get clarity in the situation. Even their recent bill adjusted everything to under \$6,000 and yet they are demanding over \$17,000 shows how much they are just charging in fees. Our solar generation system is generating the power and giving it to them, and then they are charging high fees to give it back to us and refusing to change the rate to the lower rate half of our property is being charged. That's what the whole property should be rated at.

In summary, we do not accept the findings of their own investigation of themselves which of course found in their own favor, and wish to explore any and all methods of appeal that are available. These findings are not acceptable.

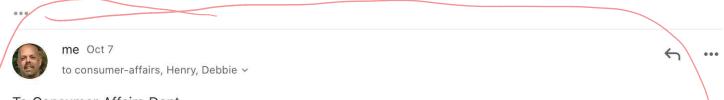
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#### To Consumer Affairs Dept,

I know it is ibusy when calling in and you are handling a lot of cases, so would it be possible to receive an email response as to the status of this case and if we are in the appeal process?

In summary, the biggest complaint is Edison keeps contradicting their own information in the investigation. Upon original investigation into our case, I was told that the wrong rate being charge on the meter in question was causing about an additional \$600 per month. This of course was only being charged due to their error. Even if we went conservative at took it down to \$500 over 30 months now dating back to March of 2020 that would mean a \$15,000 reduction on our bill at least. However, they only took off a little under half of that amount. Please update us with the status of this case.

# Thank You Reply Reply all Forward

#### Ways to contact us

# Customer service numbers Relay calls accepted General Services (U.S. & Canada) 1-800-655-4555 Payments, Extensions or Payment Options 1-800-950-2356 Emergency Services & Outages 1-800-611-1911 California Alternate Rates for Energy (CARE) 1-800-447-6620 Energy Theft Hotline 1-800-227-3901 Hearing & Speech Impaired (TTY) 1-800-352-8580

#### Request a large print bill 1-800-655-4555

1-800-843-1309

#### Multicultural services Cambodian / द्विर

Chinese / 中文 1-800-843-8343 Korean / 한국어 1-800-628-3061 Vietnamese / Tiếng Việt 1-800-327-3031 Spanish / Español 1-800-441-2233

#### Correspondence:

Southern California Edison P.O. Box 6400 Rancho Cucamonga, CA

91729-6400

www.sce.com

#### Important information

#### What are my options for paying my bill?

On-line Pay one-time or recurring on www.sce.com/bill

Mail-in Check or Money order

 In Person
 Authorized payment locations
 1-800-747-8908

 Phone
 QuickCheck
 1-800-950-2356

 Debit & credit card \*
 1-800-254-4123

\*Residential customers only

#### Electronic check processing

Your check payment will be processed as a one-time Electronic Fund Transfer (EFT). With EFTs, funds may be withdrawn from your account the day we receive your payment. Your check will not be returned, but will appear on your financial statement.

#### Rates and applicable rules: Available at www.sce.com or upon request. Past due bills

When is my bill past due? It is past due 20 days after the preparation date, which was 09/23/22.

- Reconnecting service that has been disconnected requires a Service Connection payment (non-residential only).
- Unable to pay: If payment arrangements were not extended to you by SCE pursuant to SCE's filed tariffs, you may contact the California Public Utilities Commission.
- For safety reasons, if service is disconnected, please ensure any sensitive or potentially hazardous equipment is unplugged on the day of reconnection. For additional home safety tips, visit www.sce.com/safety or call SCE at 1-800-655-4555.

#### What is the Late Payment Charge (LPC)?

0.6% will be applied to the total unpaid balance if payment is not received by the due date on this bill (except for CARE and state agency accounts).

#### What is a rotating outage?

Rotating outages are controlled electrical outages used to avoid widespread or uncontrolled blackouts. Your Rotating Outage Group number is located on page 1, upper left, of your SCE bill. Your rotating outage group number may change at any time. For more information, visit www.sce.com/rotating outage.

What is the Power Charge Indifference Adjustment (PCIA)? The PCIA is a charge to ensure that both SCE customers and those who have left SCE service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by SCE on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources.

#### **Disputed bills**

If you believe there is an error on your bill or have a question about your service, please call Southern California Edison (SCE) customer support at 1-800-655-4555. If you are not satisfied with SCE's response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/complaints/. The CPUC's Consumer Affairs Branch (CAB) handles billing and service complaints and can be reached by:

Telephone 1-800-649-7570 (8:30 AM - 4:30 PM, Monday - Friday)
Mail CPUC, Consumer Affairs Branch, 505 Van Ness Ave., Room 2003,
San Francisco, CA 94102

If you have limitations hearing or speaking, contact the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial 711 or one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

Type of Call	English	Spanish
TTY/VCO/HCO to Voice	1-800-735-2929	1-800-855-3000
Voice to TTY/VCO/HCO	1-800-735-2922	1-800-855-3000
Speech-to-Speech Relay	1-800-854-7784	1-800-854-7784

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC regarding the accuracy of your bill, contact CAB for assistance. If your case meets the eligibility criteria, CAB will instruct you on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is reviewed to keep your service turned on.

#### **Definitions**

- Baseline Credit: The baseline credit provides reduced electricity rates on electricity used up to the baseline allocation for the region that you live in.
- CA Climate Credit: Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents.
- Wildfire Fund Charge: Supports the California Wildfire Fund which covers costs associated with catastrophic wildfires, including payment of bonds issued by the California Department of Water Resources (DWR)
- Public Purpose Programs Charge: Funds state-mandated programs for low income discounts, energy efficiency, renewable energy and R&D.
- SCE Generation: For recovering energy procurement and generation costs for that portion of your energy provided by SCE.

To change your contact information or enroll in SCE's payment option, complete the form below and return it in the enclosed envelope.

STREET#	STREET NAME		NAME APARTMENT #		I hereby authorize SCE and my financial institution to automatically deduct my monthly payment from the checking account as shown on my enclosed check,	
CITY		STATE	ZIP CODE	calendar days after my bill is mailed.		
				Signature	Date	
TELEPHONE #	E-MAI	L ADDRESS		To change your checking account info Payment program please call SCE at	ormation or to be removed from the Direct 1-800-655-4555.	

Energy A	ssistance Fu	nd (EAF)	: I want to hel	p people pay their energy bill through EAF. For info visit www.sce.com/eaf or call (800) 205-8596
Add this a	mount for EAF \$			Select one box only and sign below for EAF:
	Every Month		One Month only	



Summary of you	billing '	detail	(continued)
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Service account	Service address	Billing period	Your rate	New charges
8002034298	3523 MEEKER AVE	11/12/21 to 12/13/21	TOU-GS-2-E	-\$577.18
Billing correction	EL MONTE, CA			
8002034298	3523 MEEKER AVE	12/14/21 to 01/12/22	TOU-GS-2-E	-\$714.70
Billing correction	EL MONTE, CA			
8002034298	3523 MEEKER AVE	01/13/22 to 02/10/22	TOU-GS-2-E	-\$645.87
Billing correction	EL MONTE, CA			
8002034298	3523 MEEKER AVE	02/11/22 to 03/14/22	TOU-GS-2-E	-\$481.86
Billing correction	EL MONTE, CA			
8002034298	3523 MEEKER AVE	03/15/22 to 04/12/22		\$19.92
Billing correction	EL MONTE, CA			
8002034298	3523 MEEKER AVE	03/15/22 to 04/12/22	TOU-GS-2-E	-\$459.13
Billing correction	EL MONTE, CA			
8002034298	3523 MEEKER AVE	04/13/22 to 05/12/22	TOU-GS-2-E	-\$513.61
Billing correction	EL MONTE, CA			
8002034298	3523 MEEKER AVE	05/13/22 to 06/13/22	TOU-GS-2-E	-\$706.02
Billing correction	EL MONTE, CA			
8002034298	3523 MEEKER AVE	06/14/22 to 07/13/22	TOU-GS-2-E	-\$625.42
Billing correction	EL MONTE, CA			
8002034298	3523 MEEKER AVE	07/14/22 to 08/11/22	TOU-GS-2-E	-\$750.59
Billing correction	EL MONTE, CA			
8002034298	3523 MEEKER AVE	08/12/22 to 09/12/22	TOU-GS-2-E	-\$1,541.63
Billing correction	EL MONTE, CA			
8002034298	3523 MEEKER AVE	03/16/21 to 04/13/21	TOU-GS-2-E	\$364.33
	EL MONTE, CA			

-\$14,877.92

#### Things you should know

#### Fixed Recovery Charge

SCE has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires. Your bill for electric service includes a Fixed Recovery Charge that has been approved by the CPUC to repay those bonds. The right to recover the Fixed Recovery Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to SCE. SCE is collecting the Fixed Recovery Charge on behalf of the Special Purpose Entity.

#### **DWR Adjustment**

This is a refund from the California Department of Water Resources (DWR) relating to the purchase of power during the 2000-2001 energy crisis. The adjustment line item will only appear on bills of customers who previously paid the DWR Bond Charge.

#### Point of Delivery Identification (POD-ID)

Point of Delivery Identification (POD-ID) is a customer identifier you can use if you contact us with billing questions. You'll find it on your bill, near your Service Account number. To learn more, visit FAQ for Customers at sce.com/cca.

Service account Service address 8002034298

3523 MEEKER AVE

EL MONTE, CA 91731

101760940005111352

**POD-ID** 

**Rotating outage** 

Group A012

#### Your cost varies by time of day



#### Winter cost periods (Oct 01-May 31)

		Weekdays	Weekends & Holidays
	Mid peak	4pm - 9pm	4pm - 9pm
	Off peak	12am - 8am	12am - 8am
		9pm - 12am	9pm - 12am
Sup	er off peak	8am - 4pm	8am - 4pm

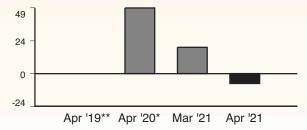
#### Your past and current electricity usage

Electrici	ity (kWh)	Dema	and (kW)
Winter Season - Consumption	on		
Mid Peak	443	14	03/28/21 06:15pm-06:30pm
Off peak	486	8	03/16/21 09:15pm-09:30pm
Super off peak	876	13	03/28/21 12:45pm-01:00pm
Winter Season - Allocated			
Generation			
Mid Peak	-284		
Off peak	-1		
Super off peak	-1,735		
Total	-215		

Your next billing cycle for meter 259000-073594 will end on or about 05/12/21.

Reactive usage is 474 kVarh

#### Your daily average electricity usage (kWh)



<sup>\*</sup> Irregular billing period \*\* No data available

#### **Usage comparison**

	Apr '19 **	Apr '20 *	May '20 *	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21
Total kWh used		682	-512	-1,440	-851	-531	3,195	1,491	1,003	1,054	1,186	1,058	627	-215
Number of days		14	16	30	33	29	32	30	30	32	30	29	32	29
Appx. average kWh used/day		48	-32	-48	-25	-18	99	49	33	32	39	36	19	-7

#### Details of your new charges

Your rate: TOU-GS-2-E CPP

Billing period: 03/16/21 to 04/13/21 (29 days)

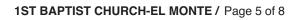
**Delivery charges** - Cost to deliver your electricity

Facilities rel demand 14 kW x \$9.38000 \$131.32

**Energy-Winter** 

Mid peak 159 kWh x \$0.05128 \$8.15

(Continued on next page)





Details of your ne	ew charges (continued)		
Off peak	485 kWh x \$0.02823	\$13.69	
Super off peak	-859 kWh x \$0.04014	-\$34.48	
Customer charge		\$158.61	
NEM Agg monthly fee		\$2.70	
			Your Delivery charges include:
Generation charges - Cost to	to generate your electricity		<ul> <li>\$55.62 transmission charges</li> </ul>
SCE			<ul> <li>\$224.10 distribution charges</li> </ul>
Demand-Winter			<ul> <li>-\$2.15 new system generation charge</li> </ul>
Mid peak	14 kW x \$0.85000	\$11.90	
Energy-Winter			Your overall energy charges include:
Mid peak	159 kWh x \$0.11352	\$18.05	• \$3.09 franchise fees
Off peak	485 kWh x \$0.06037	\$29.28	
Super off peak	-859 kWh x \$0.03869	-\$33.23	Additional information:
			<ul> <li>Service voltage: 208 volts</li> </ul>
Nonbypassable charges (Ni	BCs)		
CTC, NDC, PPPC	1,805 kWh x \$0.01341	\$24.21	
Wildfire fund charge	1,805 kWh x \$0.00580	\$10.47	
Subtotal of your new charges		\$340.67	
El Monte UÚT	\$337.97 x 7.00000%	\$23.66	
Your new charges		\$364.33	

#### Details of your tracked charges

Your rate: TOU-GS-2-E CPP

Billing period: 03/16/21 to 04/13/21 (29 days)

Delivery charges - Cost to de	liver your electricity	
Energy-Winter Mid peak	159 kWh x \$0.05128	\$8.15
	·	*
Off peak	485 kWh x \$0.02823	\$13.69
Super off peak	-859 kWh x \$0.04014	-\$34.48
Generation charges - Cost to SCE Energy-Winter	generate your electricity	
Mid peak	159 kWh x \$0.11352	\$18.05
Off peak	485 kWh x \$0.06037	\$29.28
Super off peak	-859 kWh x \$0.03869	-\$33.23
Energy Charge Total		\$1.46

#### Additional information regarding your Net Consumption/Generation:

- Virtual Net Energy Metering Month #12
- Your year-to-date energy generation credit as of previous month: \$0.00
- Your current month energy generation credit: \$0.00
- Your year-to-date energy generation credit: \$0.00
- Your year-to-date net energy consumption/generation: \$693.71
- Your year-to-date energy billed charges: \$693.71
- Your year-to-date kWh: 6,577 kWh

## EDISON Business Connection

September 2022

Page 7 of 8

Please visit us at www.sce.com

#### **Public Safety Power Shutoffs**

- It is not a decision we take lightly. It is done to keep you and your community safe.
- We have been able to limit the number of customers impacted by PSPS by using sectionalizing devices to de-energize segments instead of entire circuits.
- It will have to remain available as a tool to mitigate wildfire risk during severe weather and high fire potential index events.

We urge customers to update their contact information and sign up for PSPS alerts at: **sce.com/outage**. To learn more about Public Safety Power Shutoffs, visit: **sce.com/safety/wildfire** 

#### UNDERSTANDING

### **EMF**

#### ELECTRIC AND MAGNETIC FIELDS

Questions have been raised about the possible health effects of exposure to 60-hertz (power frequency) electric and magnetic fields (EMF\*), which are found wherever you have electric power. This article contains information that will help you understand the EMF issue, plus practical tips you can use if you want to reduce your exposure at home and at work.

#### Campos Eléctricos y Magnéticos (EMF):

Si desea recibir información en español, comuníquese con SCE al **1-800-441-2233** 

EMF information provided as required by the California Public Utilities Commission (CPUC) EMF policy.

\*The term EMF in this publication refers to extremely low frequency (ELF) 60-hertz electric and magnetic fields associated with power delivered by electric utilities. It does not refer to radio frequency (RF) waves associated with wireless communications such as cell phones.

#### Can EMF Harm Your Health?

Electric and magnetic fields are present wherever electricity flows--around appliances and power lines, in offices, and at schools and homes. Many researchers believe that if there is a risk of adverse health effects from usual residential exposures to EMF, it is probably just at the detection limit of human health studies; nonetheless, the possible risk warrants further investigation. The varying results from epidemiological studies, which looked at estimated EMF exposures and childhood leukemia, are consistent with a weak link. Laboratory studies, including studies investigating a possible mechanism for health effects (mechanistic studies), provide little or no evidence to support this weak link.

The results from many research studies have been evaluated by international, national, and California EMF research programs to determine whether EMF poses any health risk. Given the uncertainty of the issue, the medical and scientific communities have been unable to conclude that usual residential exposures to EMF cause health effects, or to establish any standard or level of residential exposure that is known to be either safe or harmful. These conclusions remain unchanged by recent studies.

#### **World Health Organization Findings**

The World Health Organization (WHO) completed a review of the potential health implications of extremely low frequency EMF, which includes power-frequency fields. Their conclusions and recommendations were presented in a June 2007 report known as the Extremely Low Frequency Fields, Environmental Health Criteria Monograph No. 238

The WHO report concluded that evidence linking ELF magnetic fields and childhood leukemia "is not strong enough to be considered causal but sufficiently strong to remain a concern." "Virtually all of the laboratory evidence and the mechanistic evidence fail to support" this reported association. For all other diseases, there is inadequate or no evidence of health effects at low exposure levels.

The report emphasized that, given the weakness of the evidence for health effects, the health benefits of exposure reduction are unclear and adopting policies based on arbitrary low exposure limits is not warranted. In light of this situation, WHO made these and other recommendations:

- \* National authorities should implement communication programs with all stakeholders to enable informed decision-making, including how individuals can reduce their own exposure.
- \* Policy makers and community planners should implement very low-cost measures to reduce exposures when constructing new facilities and designing new equipment, including appliances.
- \* Policy makers should establish guidelines for ELF field exposure for both the general public and workers. The best source of guidance for both exposure levels and the principles of scientific review are the international guidelines.
- \* Government and industry should promote research to reduce the uncertainty of the scientific evidence on the health effects of ELF field exposure. Several recommended research projects are already under way through the Electric Power Research Institute.

To view the full report visit

www.who.int/publications/i/item/9789241572385

	e in milligauss.)	1.2" away	12" away	36° away
	Microwave Oven	750 to 2,000	40 to 80	3 to 8
ij	Clothes Washer	8 to 400	2 to 30	0.1 to 2
	Electric Range	60 to 2,000	4 to 40	0.1 to 1
	Compact Fluorescent Bulb	0 to 32.8	0 to 0.1	0
P	Hair Dryer	60 to 20,000	1 to 70	0.1 to 3
	LCD/Plasma TV	1.1 to 73.6	0 to 2.5	0 to 2.2
agneti	rom Gauger 1985 & EPRI   Fields Outsi may be lower for some C  Distribution Lines	de afilornia utilities.)	ndy 2010. milligauss under	the line
W.	Transmission	I to 300 milligauss edge of right-of-way		

(EMF continued on the reverse side)

#### EMF (continued from front)

#### What You Can Do

In a situation of scientific uncertainty and public concern, WHO recommended that utilities explore 'very low-cost' ways to reduce EMF exposure from new or upgraded facilities. SCE and other California public utilities have been pursuing no-cost and low-cost measures to reduce EMF levels from new utility transmission lines and substation projects. You, too, may want to take no-cost and low-cost measures to reduce your EMF exposure at home and at work.

Human studies have not produced a consensus about any health benefits from changing the way people use electric appliances. But, if you feel reducing your EMF exposure would be beneficial, you can increase your distance from electric appliances and/or limit the amount of time you use appliances at home or at work. For instance, you can place your electric clocks away from the head of your bed. Increasing your distance from it and other appliances, such as televisions, computer monitors, and microwave ovens, can reduce your EMF exposure.

You can also reduce your EMF exposure by limiting the time you spend using personal appliances, such as hair dryers, electric razors, heating pads, and electric blankets. You may also want to limit the time you spend using electric cooking appliances.

You can locate the sources of EMF in your work environment and spend break time in lower-field areas.

It is not known whether such actions will have any impact on your health.

#### **Additional Information Is Available**

SCE provides free EMF information packages and home/business measurements upon request. For any of these services, please call 1-800-200-4723 (4SCE) or visit <a href="https://www.sce.com/EMF">www.sce.com/EMF</a>

Additional information is also available at these links:

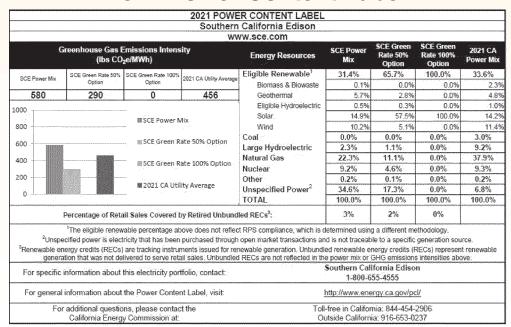
World Health Organization International EMF Project: Visit <a href="www.who.int/health-topics/electromagnetic-fields">www.who.int/health-topics/electromagnetic-fields</a> for EMF information, including fact sheets, research completed, and scientific journal articles.

National Institute of Environmental Health Sciences: Visit <u>niehs.nih.gov/health</u> and click on Brochures & Fact Sheets, then select the Electric and Magnetic Fields booklet in English or the Campos Eléctricos y Magnéticos booklet in Spanish

California Public Utilities Commission: Visit

cpuc.ca.gov/industries-and-topics/electrical-energy/infrastructure/permitting-and-environmental-review/electric-magnetic-fields

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